

DOCUMENT RESUME

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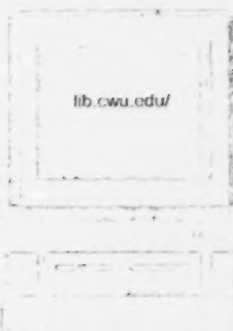
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ABSTRACT

Central Washington University (CWU) Library has set up an interactive web tutorial, named CWUILT (CWU Information Literacy Tutorial), to help students develop the skills needed to select and locate appropriate information for research projects. CWUILT contains three modules, with a quiz at the end of each module. It takes about 90 minutes to complete all 3 modules. CWUILT can be found on the Library's Web site. The information provided in this document is designed to supplement CWUILT by assisting users with locating research materials in CWU Library. The guide consists of two main sections. The first, CWU Library Resources, provides information on finding books and articles--including using online databases and finding articles in serials; borrowing books and articles through Interlibrary Load; and checking out materials. The second section, Special Collections and Services, addresses reserves, government documents, maps, microforms, media circulation, music library, reference department, and the Internet. The guide concludes with a list of steps in the research process and a glossary of library terms that includes links to online locations. (AEF)

BASIC LIBRARY RESEARCH SKILLS:



Using Resources in CWU Library

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Central Washington University Library
Basic Information Literacy Instruction
UNIV 101 Course, Fall 2002
Jan Jorgensen

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INTRODUCTION

Information Literacy, Libraries & the Internet

The arrival of the Internet enabled anyone with Web access to obtain all kinds of information twenty-four hours per day. Creators of information took advantage of the ease of distribution and the large audience offered by electronic publishing, and as the number of Internet users increased the amount of accessible information grew correspondingly. The resulting information explosion raised the expectations of information seekers until it became a general assumption that most information could be acquired swiftly and effortlessly. The rapid retrieval of data began to take priority over reliability and quality of resources, and research began to reflect the use of incorrect or misleading information. Educators and employers alike recognized that the development of a new skill would be necessary to minimize the use of misinformation. It became extremely important for all individuals to know how to critically evaluate resources and locate reliable information. This new skill, called **information literacy**, is now being taught from elementary school through graduate school in conjunction with research and writing.

Most people will eventually encounter a crucial need for accurate information regarding a personal issue. Inquiries requiring medical, legal, financial or consumer guidance demand the ability to identify dependable sources and obtain correct information. Communicating effectively, in writing and during oral presentations, is a skill that has been required by employers for decades. In the workplace, it is necessary to demonstrate that information conveyed to an audience, through any medium, has been critically evaluated and all sources have been verified to be reliable and objective. The primary goal for most college students is to develop an expertise in a particular field or occupation. Students writing research papers now will become the providers of information in their fields of study after graduation. The awareness that information literate people are better citizens, employees and students has motivated libraries throughout the world to provide programs assisting with the development of information and technology literacy skills.

CWU Library has set up an interactive web tutorial, named **CWUILT** (CWU Information Literacy Tutorial), to help students develop the skills needed to select and locate appropriate information for research projects. CWUILT contains three modules, with a quiz at the end of each module. It takes about 90 minutes to complete all 3 modules. (30 minutes for each module and quiz). CWUILT can be found on the Library's website at <http://www.lib.cwu.edu/cwuilt/>. The information provided in the following pages is designed to supplement CWUILT by assisting users with locating research materials in CWU Library.



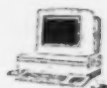
CWU LIBRARY RESOURCES

Finding Books & Articles, Using Indexes & Databases

CWU Library contains a collection of over one million books, periodicals and government documents. Research materials are available in paper, microform, visual, audio and electronic formats. Library staff members at six public service desks in the building offer individual assistance with selecting and using library materials.

The Library's web site at <http://www.lib.cwu.edu> offers guidance for locating suitable information sources related to any topic. Users with a CWU ID number can access CWU Library's subscription databases from a computer with Internet access at any time during the day or night.

Start at CWU Library's Home Page



The home page for CWU Library includes links to online research tools, and provides descriptions of the various library departments and services. Resources such as CATTRAX (CWU Library's catalog), indexes and databases (including several containing the full text of articles), and tips for performing research are available through the Library's web site.

"Finding Books" and "Finding Articles" are the first two selections listed in the right column on the Library's home page. Even the most basic research project should include information from books and periodicals.



Finding Books – and more...

CATTRAX is the name of **CWU Library's online catalog**. CATTRAX not only contains records for the more than 500,000 books available in CWU Library, it also provides records for government documents, videos, journal titles, CDs, DVDs, maps, microforms, and web sites. When looking for information in CATTRAX, it is important to note the location given for the resource along with the call number.

Cascade, a **multi-library catalog** containing records for everything housed in all six Washington State university libraries (CWU, EWU, TESC, UW, WSU and WWU) is available from CWU Library's web pages, or can be searched directly from CATTRAX. A student or faculty member at any one of these institutions can use Cascade to request and check out items from the other university libraries. CWU users can request items that are not available at CWU Library through Cascade and the materials will be sent to CWU by courier. Requested items arrive within a few days and are held at the Circulation desk, where they are picked up, checked out and returned by the CWU borrower.



CATTRAX and Cascade use similar search methods.
Both online catalogs indicate if an item is checked out.

Options for searching CATTRAX, found by selecting the link for CATTRAX from any of the Library's pages, are:

Select one of the following searches:

Keyword Search

Subject headings:

Author
(last name first):

Title:

Journal or serial title:

- (1) **Keyword** is the broadest and most frequently used method of searching for items listed in an online catalog. A keyword search will look for the terms typed in the box by searching through the title, subject, and notes in all of the records included in CATTRAX (or Cascade). Very common keywords will retrieve too many records. A search for too many words, unusual words, (or misspelled words!) will retrieve too few records. Sometimes it is necessary to try a few different word searches before locating an item useful for research. Before beginning to look for information on a topic, write down some of the keywords that may be used as "search terms".
- (2) **Subject Heading** searches look for specific subjects that have been officially approved for the use of all libraries by the Library of Congress. Each item in the Library is assigned standard subject headings before it is entered in the online catalog. If one book that contains information suitable for a topic is retrieved, more books (and other materials, such as videos and government documents) can be located by looking at the full record and searching under the subject heading(s). In fact, clicking on the subject heading while the record is on the screen can perform this search.
- (3) **Author** searches are performed by typing an author's last name in front of his or her first name, such as: shakespeare william. Commas and upper case letters are not necessary. This search will provide a list of titles written by the author. If a book has more than one author, it will be listed under the name of each of the authors.
- (4) **Title** searching is performed by typing the title words in exact order in the "Title:" search box. (There will be more than one record for the same title if the book has been republished).
- (5) **Journal or Serial Title** searches are used to see if a specific journal (serial, periodical, magazine) title is available in the library, in any format. This search looks for the exact title words in the order they are entered.

While in CATTRAX, the same search can automatically be performed in the Cascade database by selecting the button at the top of the CATTRAX screen that says "repeat search in Cascade". Cascade searches can also be performed by selecting the link to Cascade from the Library's homepage (or by going to <http://cascade.lib.washington.edu/search/>).

The following is an example of a **CATTRAX record for a book in CWU Library**, found by performing a keyword search using the words "college writing instruction"

Author Spandel, Vicki

Title Creating writers : linking writing assessment and instruction / Vicki Spandel, Richard J. Stiggins

Edition 2nd ed

Imprint New York : Longman, c1997

LOCATION	CALL #	STATUS
STACKS 3RD OR 4TH FLOOR	<u>PE1404 .S69 1997</u>	AVAILABLE

Descript xvii, 325 p. : ill. ; 24 cm

Bibliog Includes bibliographical references (p. 313-316) and index

Subject English language -- Rhetoric -- Study and teaching

English language -- Composition and exercises

Report writing -- Study and teaching

English language -- Ability testing

College prose -- Evaluation

School prose -- Evaluation

Alt author Stiggins, Richard J

The parts of the record that are **underlined** are **linked** in CATTRAX. Clicking on an author, call number or subject, while viewing a record in CATTRAX, creates a list of *all the records in CATTRAX* with that author, call number or subject heading.

The floor **location** indicates where the item can be found in CWU Library. This book is in the **stacks**, or the shelves containing books that can be checked out.

Maps showing the location of materials on all 4 floors in CWU Library can be found posted near the elevators and stairs on each floor, and on the Library's website at:

<http://www.lib.cwu.edu/info/floormaps.html>. As shown on the maps, call numbers in the STACKS beginning with letters **A-J** are on the **3rd floor** and call numbers in the STACKS beginning with letters **K-Z** are on the **4th floor**. (Since the book in the record above has a call number beginning with PE, it is shelved on the 4th floor).

The status of **AVAILABLE** indicates that this book is on the shelf and **can be checked out**. Records for books that are checked out list the date they are due back under STATUS. Items that do not circulate have a status of LIBRARY USE ONLY.

Books in CWU Library, and most academic libraries, are arranged on the shelves using subject headings and call number from the Library of Congress. The LC Classification System uses a combination of letters and numbers to place materials on the **same subject together**.



Finding Articles – in all formats



Using Online Databases

Beneath the link to "Finding Articles" on the Library's web pages, there is a link to the "Databases A-Z" page (<http://www.lib.cwu.edu/databases/>). A database is a single location where information is gathered together, organized, and made accessible to users.

Information can be organized into a database because it has various things in common. Many databases have a **subject** focus, such as *ERIC*, a very large database with indexes and abstracts for materials on education topics and *PsychInfo*, an index to materials on psychology related topics. Databases often focus on certain **types of information**, such as *Research Library Periodicals*, a database containing periodical (journal and magazine), and newspaper articles, and *Statistical Universe*, a database containing tables with data and links to web pages with statistics compiled by government agencies. A few databases include indexing to difficult to locate materials, such as court cases, congressional testimony, conference papers, dissertations, and chapters within books.

CWU Library subscribes to several online databases that provide subject access to articles in periodicals. Searches in databases that contain popular magazines can be narrowed so that only scholarly journals are searched. For example, to **search for articles published in scholarly resources** covered by *Research Library Periodicals*, select the box for "show peer reviewed publications" on the search page. This narrows the search to include only articles that have gone through a review process by experts in the field of study to affirm the accuracy and reliability of the information.

A database that is identified as an **index** provides subject access to articles by providing the citation, which includes: title and author of the article AND title, date, volume and page numbers of the periodical where the article was published. An **index with abstracts** includes a brief summary, along with the citation, stating main ideas covered in the article

The **Databases A-Z** page on CWU Library's web site contains a list of the databases accessible through the Library, in alphabetical order, and a brief description on the content of each index. CWU Library subscribes to several databases that not only index information by subject, but also link to the full-text of the original publication. Databases that contain the **full-text** are identified on the *Databases A-Z* page.

Electronic resources are available to CWU students, faculty and staff whether they are on or off-campus. Due to licensing restrictions, off-campus users are required to enter their university ID number to logon to several of the databases.

The following is an example of a **citation and abstract** found in *PsychInfo Database* by searching for the words college notetaking:

Author(s): Spires, Hiller A.

Title: Learning from a lecture: Effects of comprehension monitoring.

Source: Reading Research & Instruction Vol 32(2), Win 1993, 19-30.

Abstract: Investigated the effects of explicit instruction in how to take notes during a lecture. 99 college freshmen enrolled in a developmental reading class participated. Six sections of the class were randomly assigned to 3 treatment conditions: explicit instruction in notetaking, explicit instruction with self-questioning, and a control group. Dependent measures included an immediate assessment of quality of notes, a multiple-choice test on the content of the lecture, and a student-generated summary of the content of the lecture. Results lend preliminary support for providing explicit instruction with a self-questioning strategy in how to take notes from a lecture. This approach was effective in improving quality of notes and immediate comprehension of lecture information with low-performing college freshmen.

Finding Articles in Serials (Journals and Magazines)

To find articles in the CWU Library Serials collection, users first need to locate the issue of the journal containing the article. CATTRAX list all the serials, by title, available in CWU Library's collection. To find out if CWU has an issue of a journal, type the title of the journal in the CATTRAX search box labeled **journal or serial title**. (In the example above the title of the journal (listed next to SOURCE) is *Reading Research & Instruction*.)

If the record for a journal title is found in CATTRAX, see which issues CWU library has received. The issue numbers and dates are listed in the record next to **LIB HAS**. In the example shown above, the journal issue is listed as *Volume 32, Number 2, Winter 1993*.

Example: A search in CATTRAX for the journal title *Reading Research & Instruction* finds the following record:

Title Reading research and instruction: the journal of the College Reading Association
Imprint [Coral Gables, Fla.] : The Association, c1985-
Location PERIODICALS 2ND FLOOR
LIB HAS 25(1985/86)-36(1996/97)-
Latest Received: Winter 2002 41:2

LOCATION	CALL #	STATUS
PERIODICALS 2 ND FLOOR	LB 1050 J63	LIB USE ONLY

Alt title Journal of the College Reading Association
Continues Reading world 0149-0117 (DLC) 72622936 (OCoLC)1589523
Descript v. : ill. ; 23 cm Quarterly
Vols/dates Vol. 25, no. 1 (fall 1985)-
Indexed by Education index 0013-1385
Current index to journals in education 0011-3565
Psychological abstracts 0033-2887 1985-
Subject Reading -- Periodicals
Children -- Books and reading -- Periodicals
Alt author College Reading Association

The Serials Department, Serials Public Service Desk, and the serials titles received in paper formats are located on the 2nd floor of the Library.



Formats of journals vary. Even the same title can be received in paper and microfilm. Note the location, call number, and format listed in CATTRAX before looking for a journal issue. CATTRAX list the location of all serials titles.

The locations for serials are as follows:

The **PERIODICALS 2nd FLOOR** location in the CATTRAX record indicates that this title is located in the paper collection of periodicals in the 2nd floor stacks (shelves).

Current issues of journals and magazines are **arranged alphabetically by title** on the Serials Department shelves.

High demand serial titles are kept behind the Serials service desk.

Current **newspapers** are kept in the Newspaper Room (next to the Serials Department).

When all issues in a **volume** for a periodical (usually the issues received in one year) have been received, they are **bound together and shelved by call number on the shelves** covering most of the 2nd floor.

Various older serials are in storage. (Ask for these at the Serials Desk on the 2nd floor)

A few titles are on microfilm (located on the 3rd floor).



Borrowing Books & Articles - InterLibrary Loan

If CWU Library does not own the journal title containing an article needed for research, a student can request that a copy of the **article** be "borrowed" from another library through Interlibrary Loan. An electronic form for ILL is available on the Library's web site at <http://www.lib.cwu.edu/ill/>. Fill in the citation (journal title, date, volume and page numbers) and borrower information (name and address). A photocopy of the article will be mailed to the address on the form in a few days.

Books, and other materials, can also be borrowed through Interlibrary Loan using a request form. Before filling out a request for a book, users should check Cascade to see if one of the other libraries listed has a copy of the book available for request. The Interlibrary Loan Department is located on the 2nd floor of CWU Library.



Checking Out Materials – Circulation

Circulating books, located on the 3rd and 4th floors, and books ordered through Cascade are checked out and returned at the **Circulation Desk** on the 1st floor. Books can be **renewed online**, through the CWU Library web site: <http://www.lib.cwu.edu/circulation/renewals.html>



SPECIAL COLLECTIONS AND SERVICES

CWU Library has several departments with separate collections. These materials are separated into various locations due to their formats and/or circulation policies. Materials in different formats require different types of shelving or storage facilities, and some resources, such as microforms, videotapes and CDs, require special viewing equipment.

Each of these separate library departments maintains a desk staffed by knowledgeable people who can provide assistance with locating and using the resources. These separate departments /collections are:

- Reserves
 - Government Documents, Maps and Microforms Department on the 3rd floor
 - Media Circulation on the 1st floor
 - Music Library on the 4th floor
 - Reference Department on the 1st floor
-



RESERVES

A **Reserve Desk**, connected to the Circulation Desk on the 1st floor of CWU Library, provides instructors with the ability to have an entire class share one or two copies of the same book or article. Reserve items are checked out from the desk for a short period of time, so that they quickly become available for the next borrower. CATTRAX lists RESERVE BOOK as the location for titles held at the Reserve Desk.

The list of materials on reserve, by name of instructor and class, is available online at <http://library.cwu.edu/screens/reserves.html>

Government Documents, Maps and Microforms Department

This Library Department contains **3 collections** and a **service desk** located on the 3rd floor. Each collection is described separately below. Web pages for the Department are located at <http://www.lib.cwu.edu/documents/>.

Most materials in the Documents and Maps collection can be checked out at the Circulation Desk (first floor).



GOVERNMENT DOCUMENTS

Government documents contain information that has been compiled and published by government departments and/or agencies. Located on the **3rd floor** of CWU Library, the documents collection contains **United States and Washington State publications**, in all formats (paper, microform and electronic). Since **government resources are primary resources** (containing original research), this collection is a good source for statistical, consumer, legislative, and research related information. Most topics are discussed (and often regulated) by a government agency.

The United States Documents collection is arranged by the **SuDocs** (Superintendent of Documents) classification scheme. The SuDocs number arranges documents together by government agencies rather than by subject. Although call numbers for U.S. documents begin with a letter (or letters) similar to Library of Congress call numbers, the letters in SuDocs call numbers stand for the name of the publishing agency. For example, documents with SuDocs numbers beginning with ED are published by the Department of Education, documents in the J's are published by the Justice Department, and I SuDocs numbers are from the Interior Department.

Browsing in the U.S. collection is awkward not only due to the agency arrangement, but also because the U.S. government publishes materials in every possible size, shape and format. CWU Library receives U.S. documents in paper, microfiche, CD-ROM, DVD and Internet formats. There are also materials in the collection that are one page pamphlets, forms, maps, environmental impact statements, official legal documents, (codes, regulations, and legislation), as well as photographs, posters, and videos. Fortunately, determining the format and locating the SuDocs number for government publications is easy. Documents are cataloged and assigned call numbers by the Government Printing Office (GPO) before they are sent to depository libraries. GPO publishes indexes that include all the titles cataloged.

Most U.S. documents received by CWU Library during the past 5 years, as well as many documents received earlier, have records in CATTRAX. A large number of documents are now being **published in electronic format only**, either on CD-ROMs or the Internet, so records for electronic documents (with links) are being added to CATTRAX daily. In the list of Databases, *Marcive* and *GPO Monthly Catalog* both provide indexing to U.S. government documents published by the GPO after 1975. The index tables on the 3rd floor, near the Documents Desk, hold paper indexes used to locate government information published before 1975. CWU Library also subscribes to databases that contain the **full text** of documents. *Congressional Universe* provides the text of congressional testimony and committee reports, *Statistical Universe*, contains statistics collected by government agencies, and *Lexus Academic Universe* contains the full text of legal materials (codes, cases, regulations, etc.) These databases, and others, are linked on the Databases page at <http://www.lib.cwu.edu/databases/>.

The Washington State collection of documents has call numbers that begin with a **WA**, followed by a letter (or letters) and numbers that stand for the publishing agency. For example: WA G225 is the call number for all documents published by the Washington Division of Geology and Earth Resources. Call numbers for materials in the Washington State collection are assigned to each document by CWU Library staff, so records for all of these documents are in CATTRAX.

The location listed on CATTRAX for documents (both Washington State and the U.S. documents) is **DOCS COLLECTION**. Please ask for assistance at the Documents Reference Desk if for help locating government materials.



MAPS

Located on the **3rd floor of the library**, the Map Collection contains many types of maps, atlases and related geographical materials, covering all areas (both large and small). The maps are arranged by geographic area in map cabinets, using the Library of Congress Classification system. Map call numbers begin with the letter G and the CATTRAX location is listed as **MAPS LIBRARY**.

There are two categories of maps in the CWU Library Map Collection: maps in series, and non-series (individual) maps. Series of maps, covering a geographic area in several sheets, have a paper index that can be used to find an individual map within the collection. The maps and indexes are shelved together.

Most maps can be checked out. The map room contains two workstations with access to GIS software, and a large lighted table.



MICROFORMS (microfiche, microfilm & microprint)

Microforms are materials that have been photographed and reprinted in a miniaturized form. Microfilm, microfiche and microprint are the formats collected by CWU Library. Each microformat is a different size and shape, requiring unique storage areas and viewing equipment. The Microforms Collection is located on the 3rd floor of the Library, in the Documents department, and the machines for viewing and copying are nearby.

Microforms can contain any type of material. CWU Library's collection consists of many sets with a subject focus, such as the ERIC (education) Microfiche collection; historical government documents, such as the U.S. Congressional Serial Set 1789-1964; newspapers; and some back issues of periodicals. There is a large collection of U.S. documents in the microfiche collection, filed by SuDocs Classification numbers, at the beginning of the collection. The microfilm collection and microprint collection, and the portion of the microfiche collection that does not contain government documents are in order by accession numbers, with a different sequence of numbers for each format. (An accession number is a fairly arbitrary number assigned to a particular title, so subjects are not together). If there is a separate paper index for a microforms collection, it will have the same accession number as the microforms collection it indexes.

CATTRAX contains records for all of the sets or titles in microformats, but separate indices, primarily located at the Documents Reference Desk, show the location of materials within each set. ERIC microfiche is indexed in the ERIC database (on the Library's list of databases). The locations listed in CATTRAX for microforms are MICROFILM, MICROFICHE or MICROPRINT. Prefixes for Documents accession numbers listed are MH (microfiche), MM (microfilm) or MP microprint. For example, MM-3 is the accession number for the Seattle Times on microfilm.

Equipment is available on the 3rd floor for reading microforms and for printing paper copies of pages. In addition to four microprinters, the Library has two digitizers attached to PCs. Digitizers allow users to make copies from microfiche or microfilm. Digitized copies of pages can be printed using a laser printer, downloaded to a disk, or sent through email.



MEDIA CIRCULATION (COLLECTION, SERVICE DESK & VIEWING FACILITIES)

Located on the **1st floor** of the library, the Media Circulation collection contains DVDs, videotapes, and film reels (16 mm and 35 mm). Materials in the collection are separated by format, and arranged on the shelves using accession numbers. Staff members at the desk retrieve materials for users.

Prefixes for Media Circulation accession numbers are: DV (DVDs), FM (16mm film) and VT (video tape) The format, as well as the length, of audio-visual materials is indicated in the CATTRAX record. The location in CATTRAX for AV formats is MEDIA CIRC. Since some items, such as videotapes and DVDs can be checked out, the CATTRAX record also indicates if the item is available. There is equipment available for viewing materials in the library and a desk with helpful staff located in the department on the 1st floor. For more information about Media Circulation, and a searchable list of the new PBS collection, and other available materials, see the web pages at <http://www.lib.cwu.edu/media/>



MUSIC LIBRARY (COLLECTION, SERVICE DESK & LISTENING CENTER)

Located on the **4th floor**, the Music Library contains sound recordings (in all possible formats), scores, reference books and music periodicals.

Circulating books with music topics (located outside of the listening area) and music scores are shelved using the Library of Congress classification system. Sound recordings are arranged first by format, then by accession number. CATTRAX contains bibliographic records for music scores, music reference books, and music serials. The location listed for these materials is MUSIC LIBRARY.

Audio materials do not circulate. A listening area in the Music Library contains equipment for listening to any of the materials in the collection. Formats for audio materials are listed on CATTRAX as CD (compact disc), RD (LPs record), MC (music cassettes), and RT (reel-to-reel tapes). The location in CATTRAX is MUSIC SERVICES DESK. CATTRAX records for audio materials contain information regarding composers, instruments, length of the audio, etc. Only a small portion of the audio recording available in CWU Library are listed in CATTRAX. A card catalog in the Music Library provides access to the entire collection. More information on the Music Library can be found on the WebPages <http://www.lib.cwu.edu/music/>



REFERENCE DEPARTMENT (MAIN SERVICE DESK, REFERENCE COLLECTION, INDEXES, COMPUTER LAB)

The Reference Department is located on the 1st floor of the Library. The people at the Reference Desk provide answers to questions, and assistance with locating and using materials throughout the Library.

The reference collection, shelved in the 1st floor reference area next to the desk, is arranged using Library of Congress call numbers. This collection contains non-circulating, heavy-use books that provide brief answers to questions. Current directories, encyclopedias and almanacs are examples of the types of resources located in the reference collection. The paper index collection, also located in the reference area, contains general and subject specific indexes. Staff at the Reference Desk can recommend the best index for a topic, in any format.

The computer lab on the 1st floor of the Library is available for general use unless the Library has reserved it to use for a class session. There are twenty PC workstations in this room. Additional PC workstations with Internet access are located next to the Desk.

CATTRAX contains records for all Reference materials. The location is REFERENCE for books in the reference stacks, REF DESK for the materials behind the service desk, and REFERENCE INDEX for the index collection.



THE INTERNET

CWU Library utilizes the Internet to provide access to CATTRAX and several subscription databases. CATTRAX, like most online library catalogs, includes records for resources that have been published ONLY electronically. A link is included in the record, for most online resources, that goes directly to the full text of the publication.

Online subscriptions purchased by the library range from small databases (indexing a particular subject area, in selected publications, published over a short time period) to large full text databases (covering all subjects, in thousands of resources, published over an extensive time period). The Database Page on the Library's web site, <http://www.lib.cwu.edu/databases/>, includes a description of the content of each database available at CWU Library.

CWU Library maintains a page called the Virtual Library with links to many resources that are now accessible in full-text online: <http://www.lib.cwu.edu/research/vreading.html>

The web pages at CWU Library include many links to Internet sites that have been identified by librarians as reliable for research purposes. These sites contain large amounts of information, as opposed to the links to individual publications found in CATTRAX. A page on CWU Library's website contains a list of Internet resource and links: <http://www.lib.cwu.edu/research/guides/iguide.html>.

There are PC workstations with Internet access throughout the library. Learning to use the Internet wisely and effectively for research purposes is an invaluable and necessary skill. Please remember that CWU Librarians are available to provide assistance.



STEPS IN THE RESEARCH PROCESS

1. Select a topic and determine your research requirements.

Choose a topic that fits the intended length of your final research project.

Try to state your topic as a question you want to answer through your research.

Use the following guidelines to determine the scope of your research:

- ◆ Consider the level of understanding of your audience in regard to the topic.
- ◆ Determine biases you may encounter, and be prepared to examine all sides of a controversial issue.
- ◆ Establish the period of time and geographic area you will include.

2. Identify search terms you will use and types of resources you will examine to gather information.

Think about (brainstorm) various terms that may be used to describe your topic.

- ◆ For example: college, university, higher education, and academic can all be used as keywords for the same concept.

Establish criteria you will use to define appropriate resources.

- ◆ For example: If you establish a criterion that information on your topic must be very current, you are able to determine that only those resources published during the last two years are appropriate materials to use for research.

3. Locate resources and begin gathering information.

Try out your search terms in the online catalog, CATTRAX <http://library.cwu.edu/> and / or one of the databases <http://www.lib.cwu.edu/databases/>

Broaden your topic if you retrieve too few resources, or narrow your topic if you retrieve too many resources.

Use the criteria you established for your resources to determine which databases and search engines are designed to locate the resources you need.

- ◆ Databases available at CWU Library are listed and described on the Database Page: <http://www.lib.cwu.edu/databases/>
- ◆ The Database Navigator will help you find databases that include information on your topic: http://chinstrap.lib.cwu.edu/go_online/search.php
- ◆ CWU Library has a page listing Internet Resources: <http://www.lib.cwu.edu/research/guides/iguide.html>
- ◆ CWU Library has developed subject guides listing selected resources, in all formats, by subject: <http://www.lib.cwu.edu/research/subguide.html>
- ◆ Information on how to effectively search the Internet is available on the Library's web pages: <http://www.lib.cwu.edu/research/isearch.html>

4. Evaluate each resource, using the following criteria, and eliminate materials that are not from reliable sources.

Purpose

- Is the information designed to inform, sell, persuade, or entertain?
- Is the author biased?
- How detailed is the information?

Accuracy

- Are the sources cited?
- Can you determine how statistical data was collected?
- Is the information supported with evidence?

Authority

- Is the author an expert on the issue?
- Is the publisher (or sponsor of the web site) reputable?
- Is the resource peer reviewed or edited?

Scope

- Is the information current and up-to-date?
- Is the coverage regional, national or international?
- Is the topic covered selectively or extensively?

Organization

- Does the resource have an index and/or a table of contents?
- Is the web site searchable?
- Is the information well organized and the writing clear?
- Is there a good balance between text and images?

5. Cite your information accurately and ethically.

Document all of the resources used for your research using a consistent style, such as:

MLA Style <http://www.english.uiuc.edu/cws/wworkshop/MLA/bibliographymla.htm>

APA Style http://www.english.uiuc.edu/cws/wworkshop/bibliography_style_handbookapa.htm

Chicago Style <http://www.wisc.edu/writing/Handbook/DocChicago.html>

For more detailed information on performing effective research, see the following:

Bolner, M. and Poirier, G. (2001). *Library Research Skills Handbook* (second edition). Dubuque, Iowa: Kendall/Hunt Publishing Company. Z710 B646 2001

Developing Research Skills (CWU Library page): <http://www.lib.cwu.edu/infolit/new/skills.html>

Gates, J. (1994). *Guide to the use of libraries and information sources* (seventh edition). New York: McGraw-Hill, Inc. Z710 G27 1994

Quaratiello, A. (2000). *The college student's research companion*. (second edition). New York: Neal-Schuman Publishers, Inc. Z710 Q37 2000



GLOSSARY OF LIBRARY TERMS

Abstract - A short summary of a book or article.

Accession Number - A unique number assigned to each item in a collection of materials. Accession numbers are used in the audiovisual, microforms, and music collections. (Complete list of the materials arranged by accession number: <http://library.cwu.edu/search/f>)

Annotation - A brief description and/or evaluative summary of an information source. Often included in a list of resources related to a topic.

Article - Short writings on a subject. Generally found in journals, magazines or encyclopedias.

Audiovisual - Information presented in a format that requires users to view and/or listen to the resource, such as films, slides, audio tapes, videocassettes and DVDs. The materials are located in Media Circulation. See <http://www.lib.cwu.edu/media/>

Author - The original writer(s) responsible for an information resource. (Authors may be organizations, conferences, symposiums, or institutions, as well as individuals). Search the CWU Library online catalog, CATTRAX, by author at <http://library.cwu.edu/search/a>

Bibliographic Record - An individual entry in a database that describes a specific item.

Bibliography - A list of references on a particular topic, or a list of items used by a researcher, that includes the information (citation) necessary to find the resource. (An annotated bibliography contains a brief summary describing each item).

Bound Periodical - Paper issues of journals and magazines that are put together in a hard cover to create a single volume. (Bound periodicals are located on the 2nd floor of CWU Library and are arranged in call number order).

Call Number - A unique number given to each book and bound periodical in CWU Library. The Library uses the Library of Congress Call Number System to classify and organize books on the shelves by subject. A list of call numbers and their subject areas is on the Library's web site at <http://www.lib.cwu.edu/research/help/scheds/>

Cascade - The name of the shared online catalog containing library materials held by all six public university libraries in Washington. Search Cascade at <http://cascade.lib.washington.edu/search/>

CATTRAX - The name of CWU Library's Online Catalog, used to find books, serials, government documents, and non-print items owned by the Library. To search CATTRAX, go to <http://library.cwu.edu/>

CD-ROM - Compact Disk Read-only Memory. Compact disks containing information or publications that are primarily in written format. Pages from printed materials are often reproduced on CD-ROMs. (Government information is frequently published in this format).

Check out - To borrow books and other materials from the Library. This is done at the Circulation Desk near the front entrance. (To renew a book or see a list of materials checked out to you, go to <http://www.lib.cwu.edu/circulation/renewals.html>)

Circulation Desk - The desk near the front entrance to the Library where you check out books, return books, renew books, and place holds on books. (Reserve books are located here also). For more information on the Circulation Department, including policies regarding the circulation of books, go to <http://www.lib.cwu.edu/circulation/index.html>

Citation - A complete reference to a source. A book citation includes: author, title, place of publication, publisher, and year published. A periodical citation includes author, title of the article, title of the periodical, volume number, page numbers, and the date. For examples of citing resources in different citation styles see <http://www.lib.cwu.edu/research/guides/citing.html>

Database - An organized collection of information in computerized format. Databases may consist of many types of information, including text, numerical data, or images. To see a list of databases available at CWU Library go to <http://www.lib.cwu.edu/databases/>

Descriptor - Subject terms used by scholars in a field of study.

Dissertation - A research product (thesis) produced by a candidate for a doctoral degree at a University.

Documents - (see Government Documents). See information on CWU Library's collections at <http://www.lib.cwu.edu/documents/govcollections.html>

Field - One category of information within a computerized record. Title, author, and subject are all fields in each book record.

Full Text Database - An online collection of materials containing the entire text of information resources. CWU Library's database page indicates the databases that contain full text. See <http://www.lib.cwu.edu/databases/>

Government Documents - Resources containing information compiled and published by government departments and agencies. (Located in a separate collection on the 3rd floor of CWU Library). For more information, including links to online government information, see <http://www.lib.cwu.edu/documents/>

Hold - A service provided at the Circulation Desk where, upon request, a book, which is checked out is held at the desk for another user when it is returned. The person requesting the book is then notified that it is available (on hold) and CATTRAX lists this as the location.

Index - A listing of books, articles and other types of information resources, usually sorted by subject, author or title. (Databases provide indexing to information resources - see <http://www.lib.cwu.edu/databases/>

Interlibrary Loan - A service which allows CWU users to borrow books, articles, and other materials not owned by the CWU Library from another library. Request forms for materials needed from another library are online: <http://www.lib.cwu.edu/ill/>

Internet - A worldwide network of computers. See CWU Library's guide to searching the Internet at <http://www.lib.cwu.edu/research/isearch.html>

Journal - A periodical publication containing scholarly articles written by experts in a field of study. For a list of journals available at CWU see <http://www2.lib.cwu.edu/titles/>

Keyword Searching - A database search using a word or combination of words that are found in various fields in the computer record.

Library of Congress (LC) call number - A classification system for books, developed by the Library of Congress for large libraries, that uses an alpha-numeric system to arrange materials by subject area. (Books using this numbering system are shelved on the 3rd and 4th floors of CWU Library). For a description of Library of Congress classification numbers see <http://www.lib.cwu.edu/research/help/lc.html>

Library of Congress (LC) Subject Headings - Standardized subject listings developed by the Library of Congress and used by most libraries. At least one LC subject heading is assigned to each resource and listed in the record in CATTRAX.

Link - A connection leading to a site on the World Wide Web.

Magazine - A publication containing articles intended for the general public (rather than for scholars). Usually published weekly or monthly and contains many pages of advertising.

Media - Information in the form of films, slides, videotapes, video laserdiscs and DVDs. The **Media Circulation** collection is located on the 1st floor of CWU Library <http://www.lib.cwu.edu/>

Microfiche - A sheet of film (usually 4" X 6") that stores information materials in a reduced form. (Located on the 3rd floor in the Microforms collection).

Microfilm - Rolls of film containing reduced images of the pages in a publication. (The Library collects several newspapers on microfilm. The microfilm collection is located on the 3rd floor).

Microforms - A term used to describe the reduced images of a publication that require enlargement for viewing. CWU Library collects **microfilm, microfiche, and microcards** (cards containing miniaturized print) on the 3rd floor. For more information on CWU Library's microforms collection, see <http://www.lib.cwu.edu/documents/microforms.html>

Monograph - A book, or similar publication, on a single topic.

Online Catalog - A computer database that lists books, documents, serial titles, and non-print materials owned by a library, and provides the location of each item. CATTRAX is CWU Library's online catalog. Search CATTRAX at <http://library.cwu.edu/>

PDF (Portable Document Format) - A formatting of documents that saves an exact copy of pages and allows viewing and printing through the Internet.

Periodical - A publication that comes out on a regular schedule (daily, weekly, monthly, etc.) such as magazines, newspapers and journals. For information on CWU Library's collection of periodicals see the information on the Serials Department <http://www.lib.cwu.edu/serials/>

Plagiarize - To use the research of another person and assume credit for the work without acknowledging the original author.

Popular Magazine - see "Magazine"

Primary materials – The record of an event or time period written (or stated) by those who witnesses or participated in the event. (Examples of primary materials are manuscripts, diaries, letters, memoirs, questionnaires, interviews, and laboratory reports).

Record - A single item in a database, composed of a number of fields of information (such as author, title, subject, etc.)

Reference Services - People and materials, located on the 1st floor, providing help with research and answers to questions. Reference books provide brief, current answers on all topics, and cannot be checked out of the library. Reference staff assists with locating materials and resources throughout the Library.

Refereed Journal - A scholarly periodical containing articles examined and approved for publication by professionals (usually peers in the same fields of study as the authors).

Remote Access - The ability to access a computer from outside of the building in which it located. (Students at CWU have remote access to the Library's online databases).

Renew - To extend the loan period of an item check out of the Library. Online renewal is available at <http://www.lib.cwu.edu/circulation/renewals.html>

Reserves – An area located behind the Circulation Desk, on the 1st floor, where an instructor can place materials used by an entire class. These materials circulate from the Reserve Desk for only short periods of time. (CATTRAX lists "Reserve Desk 1st floor" as the location when books are placed in this area). To search the list of books currently on reserve go to <http://library.cwu.edu/screens/reserves.html>

Search Engine – A computer program that electronically searches databases for keywords. There are many search engines designed to provide access to web pages. A list and a description of the most frequently used search engines used to locate information on the Internet is available on the Library's web pages: <http://www.lib.cwu.edu/research/isearch.html>

Secondary Sources – Publications that contains information gathered from several resources and interpreted by the author(s).

Serial - A term that describes the whole range of publications issued in successive parts with no predictable end in sight. For information on the Serials Department go to <http://www.lib.cwu.edu/serials/>

Stacks – Shelves containing library materials, usually books. In CWU Library, books with Library of Congress Call Numbers beginning with the letters A - K are shelved on the 3rd floor; those with the letters L - Z are shelved on the 4th floor.

Subject Heading - A uniform word or group of words used to describe the topic of each item available in a library. Most colleges and universities, including CWU, use *Library of Congress Subject Headings*. (See entry for Library of Congress Subject Headings).

Thesis – An original argument supported by evidence, such as in a research paper.

World Wide Web (WWW) - A vast network of scholarly and popular information, located on the Internet, that includes text, pictures, sound, and moving images.



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